

M1 Adopt and You Frequently Asked Questions

1. What does "M/1 ADOPT" mean?

Michigan/1 Active Directory/Office Platform Technology

2. Definition of "Enterprise"?

That would be a State-wide solution available for all agencies with teams of resources available to support that environment.

3. What are the implications of a "consolidated anti-virus management" for the field staff?

Right now there are several delivery methods around the State for anti-virus management. When you move to M/1 ADOPT, you will move to the Enterprise Anti-Virus solution, with a team of resources supporting it. If an Agency has users that don't connect to the State network on a regular basis, their workstations will be configured to get the virus protection updates directly from the Symantec web site when they connect to the Internet.

4. Who is the first line CSC staff?

The Client Service Center - the MDIT help desk.

5. Please explain the Enterprise print solution.

The Enterprise print solution consists of clusters of Windows Servers centrally located in a Hosting Center with a team of resources supporting them. All background activities related to printing are located on these servers. Clustering makes them redundant and increases system uptime.

6. Is it the Agency's responsibility to determine availability of games on desktops?

No. Games are not allowed on any State equipment per the acceptable use policy. Requests for exceptions to this rule would have to go through the Agency's management. A business justification could then be passed on to MDIT Management for review.

7. Please explain minimum password age and maximum password age.

Minimum password age refers to wait time after a password is changed, you can't change it again for 7 days. Maximum password age refers to a password that is 45 days old you will be required to change it.

8. How do I change my password?

After logging on, press <Ctrl><Alt><Delete> and click on the Change Password button on the Windows Security window that comes up.

9. What are Agency protocols governing archiving content outside the e-mail system?

Someone from your Department needs to address that issue. There are Freedom of Information Act (FOIA) concerns and possibly additional costs if stored on the network.

10. Will there be a change in the number/size of file folders permitted?

Not at this time.

11. Who designates mailbox size limits?

MITEC has set the mailbox size at 100MB for all users.

12. What date will our offices migrate?

The date of your agency's migration will be published in advance of it actually happening, and confirmed with your area.

13. Will our e-mail accounts be affected?

Individual network accounts may be changed to comply with current State naming standards. The State naming standard is: last name followed by the first letter of first name. To insure uniqueness, any duplicate IDs get an incremented number appended to the end, e.g. Don Bell – old - dbell, new – belld, if there was already a belld (Doris Bell), the new account name would be belld1.

E-mail Impacts – your e-mail address may be changed to comply with current State standards and match your network login account. It is important that you inform your customers and co-workers of any changes to your e-mail account.

At a minimum, please address the following:

- a. Send an e-mail to your most frequent contacts with the new address
- b. Change or add a "Signature Picker" for all outgoing e-mail
- c. Tools/Options – Mail Format tab
- d. Update any ListServ type accounts that you are a member of
- e. The old e-mail address will remain active (for incoming mail) for a limited period of time to allow for notification to contacts.

14. What are policies for network accounts?

- a. Shared network accounts are not allowed under the existing SOM security standards, e.g. multiple users using the same account to access the network.
- b. Every user on the network must have an individual network account. For existing users that share a network account, new network accounts will be issued via e-mail prior to the upgrade. Please print it or write it down, as

it will be needed the day of the upgrade.

- c. The first time you log into a new network account or after 45 calendar days with an existing account, you will be prompted to enter a new password using the following guidelines. Make sure you memorize this new password:
 - a. Enforce password history – 12 passwords remembered
 - b. Minimum password length – 8 characters long and case sensitive
 - c. Minimum password age – 7 days
 - d. Maximum password age – 45 days

15. What type of support will MDIT provide during the migration?

During your migration there will be a Field Services Team Lead on site. Issues should be worked through your local office contact who will then take the issues to the Field Services Team Lead. After your migration, end users should work through their local office contact for any issues. Local office contacts will contact the MDIT Client Service Center at 1-800-968-2644 or 241-9700 (for Lansing users) for assistance.

16. Does the e-mail limit exclude archives? What are the actual costs to exceed that limit?

The e-mail limit does not include archives. Once a user has reached the defined limit, they will no longer be able to send messages until they perform a cleanup. Contact Agency Services for information regarding mailbox sizes and costs.

17. What is an Active Directory and what are the benefits?

Active Directory allows administrators to assign enterprise-wide policies, deploy programs to many computers, and apply critical updates to an entire organization. An Active Directory stores information and settings relating to an organization in a central, organized, accessible database.

18. Who identifies the files/folders to be saved and then copied back to the newly migrated computer?

The users take ownership of the data on their workstations. See Appendix B – Relocating Business-Related Files for more information. Your workstations C: drive will be erased during the migration. MDIT does **NOT** recommend storing business-related files on the workstations C: drive.

19. Will e-mail addresses ending with the middle initial be changed during the M/1 ADOPT?

Yes, the State standard does not include middle initials. The new login ID/e-mail will be last name, first initial. If this is not unique, a number will be added. If you are the 18th John Smith to be migrating statewide, your new login ID will be

SmithJ18 and your new e-mail address will be SmithJ18@michigan.gov. This login ID/e-mail address change coincides with your workstation migration.

20. After our workstation upgrade, how do we get instructions for "print screen" and "how to archive."?

Documentation is available on how to use the new software (SnagIt) for print screen. Archive is part of the GroupWise or Outlook process training.

21. When will updates for software be completed?

Updates will be done periodically, depending on their nature. A formal release schedule may be defined in the future. Functional patches will be distributed as they are packaged/tested. Security patches will be pushed out immediately as the severity dictates.

22. Do you need to be on-site the day you are upgraded?

No.

23. Will we get to change our screen savers?

Yes.

24. How long will computer sit before screen saver comes on?

Ten (10) minutes, unless your department has a business case to justify something different.

25. How will specialized software that has been approved by MDIT be installed?

A package may be created by MDIT and pushed to your computer or it may be installed manually by a Field Services technician.

26. Do the documents on my K and J drives need to be transferred to my C drive?

No. It is actually best if you leave them on the K and J drives as those drives are network drives and MDIT will be responsible for backing up all files/data stored on the network drives.

27. Has there been any more investigation on using Instant Messenger?

This service is still being researched by MDIT.

28. Are pictures allowed to be stored on the C and network drives?

Pictures are allowed if they are for business use. No personal pictures are allowed to be stored on State devices.

29. When a user saves a file to the desktop on one computer will that same file appear on another computer's desktop?

No, that file will only be on the desktop of the computer where the user places it. If a user needs to access a file from different computers, it would be best to have the user store the file on the shared/network drive.

30. How do I add GroupWise Notify to my Startup?

See appendix D, Differences between the DHS and Michigan/1 Workstation

31. How do I add the Microsoft Office tool bar to my desktop?

See appendix D, Differences Between the DHS and Michigan/1 Workstation